

# Certified Guest Service Professional (CGSP®)

July 15, 2016



Certifying Organization	American Hotel & Lodging Educational Institute (AHLEI) <a href="http://www.ahlei.org">www.ahlei.org</a>					
Description of Credential	The Certified Guest Service Professional (CGSP®) “Gold” credential is the entry-level credential that indicates mastery of basic hospitality customer service methods. The CGSP® designation indicates a hospitality employee has the skills to engage and connect with guests, to go above and beyond the call of duty.					
Part of which Graduation Pathways <sup>1</sup>	<u>Integrated:</u> Agriculture Tech, Health Sciences-Patient Care and Management, Manufacturing Specialist, Technology Specialist <u>Regional:</u> Business Management, Carpenter’s Helper, Electrician’s Helper, Fashion Design for Costume in Film, Welder’s Helper, Micro-Enterprise <u>Act 833 Eligible:</u> Hospitality, Tourism, Culinary and Retail					
Associated with Which Careers?	<u>5 Star:</u> General and Operations Manager <u>4 Star:</u> Lodging Manager <u>3 Star:</u> Customer Service Representative <u>2 Star:</u> Tour Guide and Escort					
Entry-Level Annual Salaries	\$17,850 - \$46,650					
<b>Industry-Based Certification Requirements: Students</b>						
Standard / Curriculum	Students must complete the Guest Service Gold® training program and pass the end-of-course certification exam.					
Testing Methodology	Paper?	Yes	Online?	Yes	Performance Exams / Tests?	No
Re-Testing (if available)	Re-Testing Procedures	Retake exams may be ordered per student			Max Attempts	None
Testing Details (including any age requirements / accommodations)	The exams consist of 30 multiple choice questions. The passing score for the writing test is 70% or higher. Exams must be proctored by a school instructor/ administrator and must be closed book/closed note. Any student enrolled in the school and taking the curriculum may take the exam. Accommodations may be made for learning or physical disabilities as long as the exam is proctored as indicated above.					
<b>Industry-Based Certification Requirements: Teachers</b>						
<i>Bulletin 746, Chapter 5: All Louisiana teachers providing instruction in a course that leads to an IBC must hold the certification that they’re teaching students to attain.</i>						
Instructor Certification Requirements (by certifying agency)	Instructors may take Guest Service Gold® and CGSP® exam in an online, independent learning module.					
Proctoring / Test Security (if any)	The test is administered online on AHLEI’s secure portal and is available for the instructor to take upon purchase of Guest Service Gold® program access.					

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Certification Tracking					
Credentialing Documentation	Successful candidates receive an industry credential certificate and a CGSP® lapel pin.				
Certification Tracking System	Online Tracking System?	Yes: gradebook through Moodle if taught online	Details	AHLEI maintains all student records internally; official grade reports are provided in print to the proctor/instructor as each exam roster is submitted for grading.	
Other Details	Expiration Timeframe?	None			
Certification Costs / Funding Sources					
Cost Details	The certification cost is rolled into the curriculum material. The material is offered at a discounted price for high school students and is \$35/student for paper-based and \$47/student for online. There is no additional exam or processing fee except for the retake as listed below. For Resource Materials, contact <a href="mailto:sales@ahlei.org">sales@ahlei.org</a> or call 888-367-6211				
Re-test / Refund Policies	A retake option is available for \$15. There is no refund policy through AHLEI.				
Funding Sources <sup>3</sup>	CDF?	No	Perkins?	Yes	Alternative Source (other than General Funds)
For More Information					
Certifying Agency Contact Info	Shelly Weir, VP Domestic Sales <a href="mailto:sweir@ahla.com">sweir@ahla.com</a> 407-999-8166 Regina O'Hara, Account Executive <a href="mailto:rohara@ahla.com">rohara@ahla.com</a> 407-999-8133				
LDE Contact	<a href="mailto:JumpStart@la.gov">JumpStart@la.gov</a>				
Jump Start Regional Team Experts	TBD				

1 – This table may not include all the graduation pathways this credential appears in. Please check the [graduation pathway](#) you are working with if you have a question as to whether or not this credential is part of that pathway.

2 – CDF = [Career Development Fund](#)